Communication E-Commerce Provider Provider 170 (%) Escalation Controller Business Rules -136 061~ Information Agent Selector Contact **Automated Assistant** Interface User Information Detector Profile Event 13.5 Information Interpreter 6617 Context ₽ 19 001 Information Provider

FIGURE 1

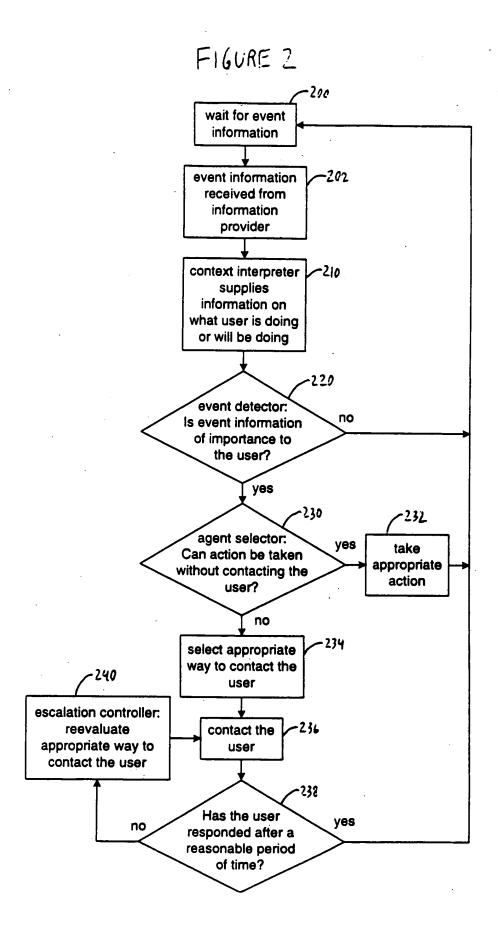


FIGURE 3

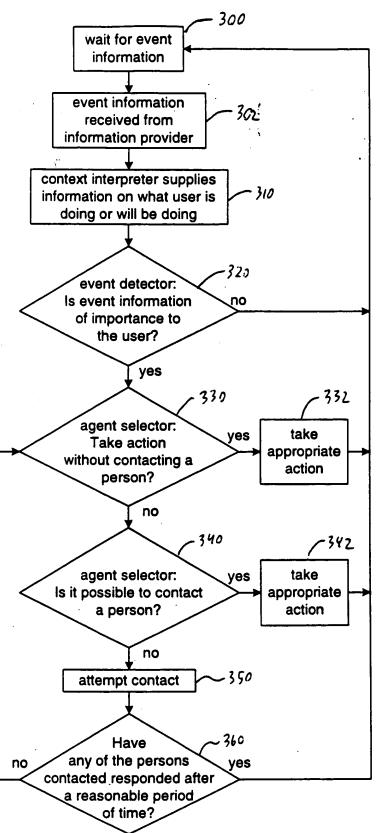


FIGURE 4

